



VACANCY ANNOUNCEMENT

UNITED STATES DISTRICT COURT WESTERN DISTRICT OF PENNSYLVANIA

Address: Joseph F. Weis Jr. Courthouse
700 Grant Street, Suite 3110
Pittsburgh, PA 15219

Website: www.pawd.uscourts.gov

Position: IT Administrator II
Vacancy: 23-06
Duty Station: Pittsburgh, Pennsylvania
Salary: CL 27 (\$57,102 - \$92,852)
Salary commensurate with experience and qualifications
Opening: June 9, 2023
Closing: Open until filled

Overview

Our IT Administrator II provides specialized technical support to Judges, chambers, and Clerk's Office staff, in the areas of PC maintenance and software support, and provides oversight of local and wide-area network hardware, operating systems & software. IT Administrator II also performs routine to moderately complex troubleshooting for hardware and software systems, installs critical patches, firmware updates, and reviews logs. [Click here](#) to view a brief video about information technology careers.

This position will be based in the Pittsburgh, PA Courthouse, but the incumbent will serve as part of the district-wide IT team responsible for supporting all divisional offices (Pittsburgh, Erie, and Johnstown). The work will be performed in an office setting and is only eligible for limited telework operations. Travel to other divisional offices, which may require overnight lodging may be required. Occasional emergency and after-hours coverage may be required.

Representative Duties

- Install, configure, and support all workstations, thin clients, laptops, mobile devices, and printers, including other peripheral devices used by the Court.
- Respond to and resolve Tier 1 and Tier 2 level help desk calls. Provide information and assistance to users on desktop applications. Assist in creating new user accounts, managing user rights, and providing end-user training.
- Analyze ongoing end-user problems, research alternative long-term solutions, and propose migration plans. Coordinates hardware and software system installations and monitors equipment functioning to ensure specifications are met.
- Provide application and hardware instructional training to end-users on features and functions of supported software and hardware.
- Manage, configure, and install wireless access points to support a public WiFi network across multiple courthouses.
- Maintain the operation of applications on desktop, laptop, and mobile devices (including but not limited to operating systems Windows Operating Systems, macOS, Apple iPhones, iPads, and iOS mobile devices).

*Starting salary is usually in the low to middle portion of the range provided above, depending on qualifications and experience.

- Assist with troubleshooting and end-user operational use of Courtroom Technology. Including the management and setup of audio-visual hardware and software in courtrooms and training rooms. Assisting in the development and maintenance of new and existing evidence presentation equipment.
- Provide support and troubleshooting for Judges and staff in teleworking user environment. The use of multiple-factor authentication and virtual private network (VPN) technologies.
- Assist with the maintenance and installation of network switches. Providing support for connective problems and LAN management changes.
- Provide support for multiple database applications used by the Courts for electronic filing and case management services.
- Assist in the implementation of computer security measures to safeguard technology and court information.
- Perform system support and administration for VoIP telephone systems, such as additions, deletions, moves, and maintenance of the telephone systems.
- Assist with coordinating, establishing, and managing teleconferencing and videoconferencing utilizing applications such as Microsoft Teams, and Zoom.
- Perform other related duties or special projects as assigned. Technology trends and infrastructure change over time, and skill sets must refresh as operational needs change.

Qualification Requirements

Applicants for this position should possess a minimum of two (2) years of specialized experience* **or**

Completion of the requirements for a bachelor's degree from an accredited college or university **and** one of the following superior academic achievement requirements:

- An overall “B” grade point average equaling 2.90 or better of a possible 4.0;
- Standing in the upper third of the class;
- “3.5” average or better in the major field of study, such as business or public administration, human resources management, industrial relations, or psychology;
- Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies; or
- Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in business or public administration, political science, criminal justice, law, or other fields closely related to the subject matter of the position.

*Specialized experience is progressively responsible experience in or closely related to the position’s work that has provided the particular knowledge, skills, and abilities to perform the position’s duties successfully.

Additionally, this position requires the following:

- Ability to provide support during non-business hours (i.e., evenings, weekends) as required for projects or special events.
- Ability to lift up to 40 pounds and move light equipment as required.
- Ability to travel to multiple locations within the Western District to Pennsylvania on short notice.

Preferred Qualifications/Court Preferred Skills

- A bachelor’s degree in computer science or a related field is preferred.

- Excellent customer service skills and a detail-oriented focus.
- Ability and desire to work well with a wide variety of end-users with differing needs and experiences.
- 3 – 5 years of relevant experience preferred.
- Experience managing virtual servers and desktops; and providing support to end-users utilizing thin client technologies.
- Experience supporting mobile devices, including tablets and smartphones.
- Experience troubleshooting complex software configurations that require multiple dependencies to operate.
- Experience working with secure device configurations and implementing security features before deployment.
- Experience administrating Windows and Mac operating systems and MS Office, including Teams, and the installation, support, and maintenance of those systems.
- LAN/WAN experience comprises basic knowledge of network topology and networking equipment, including IP address management.
- Experience working with Microsoft Active Directory to assign user roles.

Benefits

Employees are eligible for a full range of benefits to include retirement, health and life insurance, flexible benefits, long-term care insurance, paid holidays, and annual and sick leave accrual. [Click here](#) for additional information. The Court offers Public Transit Subsidy in accordance with local policy and dependent upon availability of funding.

Telework

After six months of employment, successful training and meeting performance standards, employees may be eligible for telework opportunities as outlined in the Court's Telework Policy.

Background Investigation

This position is classified as a sensitive position which requires the selected candidate to submit to a background clearance, which will include a criminal history, credit and FBI fingerprint check as a condition of employment and may be subject to periodic updates. The selected candidate will be hired provisionally pending the successful completion of the required background check and favorable employment suitability determination.

Applicant Information

Employees must adhere to a [Code of Conduct](#). The Court provides reasonable accommodations to applicants with disabilities. Veterans' preference is not a factor used in Judicial Branch appointments. Applicants must be U.S. citizens or lawful permanent residents seeking U.S. citizenship. Positions with the U.S. Courts are excepted service appointments, which are "at will" and may be terminated with or without cause. Employees are required to use electronic funds transfer for payroll deposit. The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which may occur without prior written or other notice. In the event a position becomes vacant in a similar classification within a reasonable time from the original announcement, the Clerk of Court may select an appointee from the candidates who responded to the initial announcement without posting the vacancy.

How to Apply

Apply only through the court's online application tracking system which is accessed at the Employment Section (Court Info) of the Western District of Pennsylvania website: [Click here](#). Please submit the following: a cover letter stating the reason for your interest in the position; a resume, including complete employment, educational history, skills, and experience; and a completed Application for Judicial Branch Federal Employment, AO78, which can be downloaded when applying or [Click here](#). Applicants will receive an email confirmation upon receipt. Incomplete applications will not be considered. Only candidates selected for interview will be notified and must travel at their own expense. Relocation expenses will not be reimbursed.

District Overview

The District's jurisdiction encompasses the 25 western counties of Pennsylvania, with courthouses located in Erie, Johnstown and Pittsburgh. The District is comprised of United States District Judges, United States Senior District Judges, United States Magistrate Judges and approximately 165 employees.

*The United States District Court, Western District of Pennsylvania, is an
Equal Opportunity Employer and values diversity in the workplace.*